RSVP in Action
Friday, August 23, 2019

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(rough-edited, real-time transcript may not be a verbatim record of the session)

>> : Good afternoon everyone and thank you for joining today's webinar.   The session will be recorded.   Before we get started on our content and begin the recording, we want to review a few things about the other features that are in Adobe Connect.   The audio for this webinar is being broadcast by phone and also online.   The audio through the Adobe Connect meeting defaults to an audio broadcast through your computer.   If your audio is not clear, try joining by the other method.   For example, if you have joined by phone try joining by computer and vice a versa.   I will place a phone number in the chat for you for easy reference.   The webinar will be lecture only.   The audio lines have been muted to reduce the background noise.

Now I would like to do a quick sound check please.   Please type yes in the chat panel to confirm that you're sound is working.   Excellent.   I am seeing lots of yeses coming in.   Fantastic.

Brian, it looks like everyone's is working.   Please begin.
>> : Thank you so much.   We will pick up right where we left off many of you are warming up your yeses but please just introduce yourself.   You can enter the name of your organization and the city and state you're joining in.   While all lines are on mute for today's webinar please feel free to do drop a question in that chat box at any time.   Just know that I may wait till the right moment to pick up some of those questions to make sure we get through the core of our content.   In addition, there are a couple questions I will not be able to answer here today.   If it's very specific or if I don't have that information on hand.   If that's the case, I will direct you to the 2020 rsvp at cncs.gov email address.   Don't worry, you do not need to memorize that because if you look at that Senior Corps resource box at the bottom right-hand corner of your screen and scroll all the way down you will see questions and that will take you right to that email address.   That is where you can go for those types of questions.

There is another category questions I can't answer and that is I cannot give you any

advice.   This is a competitive process; we want to get great applications and we want to make sure it is fair to everyone involved.   I cannot tell you what to put on your application, I cannot tell you whether to start your program this way or that way.   That is all up to you as applicants.   What I can do is share some information.   To help you navigate the process.

This is the third in a series of webinars and it's one of my favorites because it's one of the ones that is most applied.   Of all of our series of webinars, this is one probably has the least to do with competition, the least to do with funding amounts and things like that and the most to do with the actual program, the actual work. The kind of activity that gets us all excited.   Seniors serving their community's and creating an impact in the community.   I am really thrilled to have this opportunity to talk to all of you on a Friday afternoon.   Thank you, in particular on a Friday afternoon.   We try to avoid that but sometimes we just can't clear the calendar quite enough.

As you can see this is one of five webinars.   We have two planned next week and then we will do the whole thing next week.   If you miss one of these and you want to get rest of this information, please come back for cycle two.   In addition, as you already heard it is being recorded and we will post the recording on the RSVP 2020 competition homepage.   That is the first link that you will see in the Senior Corps resource links box down at the bottom right.   It does take a few business days for get those posted.   I would look next week for some of the webinars that we did this week to be up there.   But that information will be available to all of you.

Before we get into the content, we are going to do a handful of quick checks to get a sense of who is in the room.   I will ask my colleagues on the LSI team would you mind bringing over our first poll today.   If you have been to either of our two webinars this will look familiar to you.   We want to know if you have been at either of our two webinars.   Let's start by seeing who has received a federal grant before including one from CNCS and it looks like the majority of us here have been. That's pretty consistent.   Please get the next poll up there.

How well do you know Senior Corps?   Who out there is already in the Senior Corps community, who out there is looking to join the Senior Corps community for the first time?   Regardless of your answer to this question we are absolutely thrilled to have you here today.   I have said this in all the webinars but this is one of my favorite times of year because I get to welcome so many folks who are new to the National Service community and at the same time reaffirm our commitment to

those of you who have made it such a powerful community.   We have a pretty good distribution although it looks like [indiscernible] you guys welcome for sure. Let's bring the next poll up.

Let us know the primary field of your organization.   We know many organizations would consider themselves to be part of more than one of these and that is okay. Go ahead and pick one, the one you think best describes your organization.   As you can see it is a diverse group.   It looks like in this webinar volunteerism is in the lead.   Usually we see aging in the lead, but you can see the not very far apart. Including community development, state, county, municipal are the local government or something else right there.

Let's skip the next poll question and go right to whether or not you have joined us before.   Let's go to work whether or not our learners have attended before.   Do it let's see we have anybody brand-new?   It looks like most of our learners have been able to attend one of our other webinars.   That is great.   If you missed any of our earlier webinars that is okay.   As I mentioned, those were recorded, and we will get the recordings up on that competition homepage shortly.   In addition, we will be repeating everything.   I do, and unfortunately, have to come clean about the fact that I am not able to give everybody all the information they need in an hour.   It is just not possible.   So there are probably going to be times during this webinar that I will have to point you to another resource for some of that additional information but know that it is there, and it will be available to you.

Before we dive into the heart of today, the heart of today is going to be talking about how the RSVP program works.   We will be talking about community impact. Talking about leveraging volunteers to make a difference.   Exciting stuff.   We are going to go over some of the basics of the competition itself.   That is because we want everybody to be on the same page for the conversation that will follow. Some quick facts about the app competition that is open right now.   Applications are due at 5:00 p.m. Eastern time on September 25.   Although if you were in one of our earlier webinars you know that we strongly encourage organizations to get their applications submitted well in advance of that deadline.   You can find all of the information and tools you need at the competition headquarters, the URL is there on the screen and that's in addition to being able to access it directly from that RSVP, to homepage box in the bottom right.

The most important document you'll probably notice the funding opportunity and that is the document that lays out all of the rules that guide this competition.   It

talks about what to include in your application, the evaluation criteria, the review process, all of that good stuff.   The webinar we had yesterday just focused on the document, it a guided tour of the document.   You will want to start there.   Another very important document is Appendix A.   This competition is geographically limited.   The way RSVP works is certain service areas are available at certain times.   And Appendix A lists out those service areas.   In addition, when you are competing for a particular service area it comes with a package deal and combined with it is a certain number of unduplicated volunteers and a maximum amount of funding that you can request.

We will look at an example of this as we go on a little bit further if you haven't been able to join in of our webinars but just know that that is the document that you will look at to see what geography, what specific cities and counties, are available to be served through the competition.   It's really important information.   You can learn a little bit about some of the other tools that you will see on the competition homepage here.   There is a lot of resources there to help you.

We got our preliminaries out of the way and it is time to really gear up for the core content here today.   We are going to give a little bit refresher to just go over what the RSVP program is and how it works.   Then we will start to get pretty practical.   We will look at focus areas and funding priorities.   Two different things that are very important to master for your application.   We will look at sponsors and stations, two key terms and how those two kind of organizations, those two pieces, can come together for a great impact.   And then we will look at some examples of Senior Corps and in specifically RSVP programming.   We will start with a little refresher about where RSVP is.   What is the program that you are interested in competing for?

The core defining characteristic is engaging Americans 55 and older in service.   That is the core of it.   Americans 55 and older engaged in service to the community.   What is really wonderful about this program is that it is all about flexibility.   The RSVP program is meant to meet community needs.   It is meant to give all of you out there in your communities the ability to say I see an opportunity.   I see an opportunity for older Americans to make a difference on this particular issue.   And then you can mobilize however you see fit to make that difference.   That includes creating a volunteer experience that is tailored to them, that is right for them.   That flexibility is at the core of what RSVP does.

So I will often get questions like how long should an RSVP volunteer serve each week and the answer is I cannot tell you.   That is up to you, based on what you

think is right for your community.   I will get a question like how many Q&A partners you think I should have?   And I don't have an answer to that because, again, it is up to you to figure out what you think is right for your community working with your community partners, working with older Americans in that community, working with maybe a Board of Directors or an advisory council.   Permit it is locally driven and that is really crucial.   And when you look at our competition paper you will see a lot of information about having that local presence.   Two topics that we will discuss a lot today are down at the bottom of the screen.   We do require all of our RSVP grantees to use what we call national performance measures to tell us their story of service.   We are a federal program. I'm a federal employee.   These grants are paid for by federal dollars, taxpayer dollars.   All of you, therefore, are our bosses in a sense.   You are our stakeholders and we use the performance measures to measure our impact and report that back to the American people through your representatives in Congress and the executive branch.

But not every single piece of that activity that RSVP grant does needs to be captured in that way.   What we say is you have to have 100 unduplicated volunteers programmed into national performance measure, that is measured in a specific way for every $1000 in federal funding that you receive.   A little bit later on in this webinar we will do an example so you can see how it works.   Don't worry, we will come back to this if you have questions about it right now.

We have done some of our RSVP basics and we will use a lot of that information, but I want to pause for a second to clarify two pieces of the notice of funding opportunity.   You will see refer to both as focus areas and funding priorities. These are different things and they are important.   I will take the liberty of sharing my screen right now.   I will jump to the notice of funding opportunity to show you where this is in that key document.

This is the document; it is equivalent for request for application or request proposals and a letter of the kind of text and I will zoom in specifically to these two lists of things.   First, we are on Page 1 here and we see in order to carry out Congress' intent and maximize the impact of investment in National Service, CNCS has the following focus areas.   Then it lists them.   Those are described in a little bit of depth just below that.   In addition, I will jump down here.   We have the section under funding priorities.   Applicants are required to address one or more of the focus areas above.   CNCS will not consider applications that do not address any of the focus areas.   In addition to the focus areas CNCS particularly interested

in supporting applications that propose to include one or more of the priorities listed below.   And you see we have another list.

But how do we make sense of these two different requests?   We will do a little compare and contrast.   First of all focus areas are typically broader than funding priorities.   When we look at that list, we will see something like opioid abuse as a funding priority because that is very specific but how's that future in health in general that is a focus here.   Much broader.   All RSVP projects must have some activity and at least one focus area.   For funding priorities those are optional, but we are particularly interested in funding.

When it comes to performance measurement all of the focus areas tie specifically to specific national performance measures and we will see what that looks like in a little bit.   North, if you pick education you have a set of performance measure that goes right hand-in-hand with education.   Now, you can capture all of our funding priorities and national performance measures too, but they might cross over some lines, you may need to be a little bit creative.   You can kind of pick and choose and figure out how to navigate through that performance measure.   It's not as directly one to one.

Then you can see them on the screen right now we often refer to capacity building is a key goal and then you have our funding priorities, disaster services, economic opportunities, specifically workforce development, education specifically intergenerational program, access to care specifically avoid abuse, and so on and so on.   So you can see some of those relationships already discuss.   In some cases it is a one-to-one correspondence.   In some cases you do see that we have something that is both a focus area and a funding priority.   In other cases you will see that we asked to get a little bit more specific for those funding priorities.   So it's not just any economic opportunity that's a priority, its workforce development. So we have a little bit more specific.

In other cases you will see that there's actually one focus area that has multiple funding priorities.   These all fall under the banner of healthy futures.   So that demonstrates the broadness of some of those focus areas.   And then finally we have evidence-based programming to the funding priority and that of course cuts across all of these.   And you can have an evidence means program in pretty much anyone of these focus areas, it's really about the level of evidence behind an intervention.   Not describing the particular domain where an intervention works.

It's important to have these things clearly separated in your mind and we will talk about them even more, in particular the focus areas because those do tie to our performance measure and that is how you are going to tell us about your story of service.

Before we go too much farther, I'm going to pause and see if we have any questions so far.   If you have a question of the chat let me know.   I know you're probably waiting for those examples; don't worry they are coming.

I am not seeing any questions come in yet, you can drop them in there, but I want to be respectful of everyone's time on a Friday afternoon.   We will stop he had just a little bit.   We will define some key terms.   This is the last little bit of groundwork to lay before we start to look at some examples.   So you will hear me use these two terms interchangeably, sponsor and grantee.   That is what we here at Senior Corps call the organization that becomes legally responsible for student grant funds.   That is different than a station which is a community partner were RSVP volunteers serve.

Now a sponsor can also be a station.   Actually there can be some overlap in these terms.   We want to be clear on what they mean.   Sponsor is an organization that receives RSVP funding and is legally responsible for stewarding grant funds.

What this often looks like in the community is something like this.   So we here at the Corporation for National and Community Service we give senior core funds to a sponsor, grantee, what all of you are probably hoping to be if you're not already. And then you use those funds to go out and recruit RSVP volunteers in your community who are 55 and older and place them in meaningful service opportunities at stations.   At some of the screen at committed partners.

Now in this example we have made the stations all look like outside organizations, organizations external to you, external to the sponsor but it does not have to be that way.   You could have a situation where we grant funds to the organization and they go out and they recruit RSVP volunteers to serve in their own program. That's okay too.   To recruit volunteers to serve in their own program.   In this case the sponsor and the station are one in the same and that is okay.

Those are two points on a continuum, but you can imagine a mix so when we grant funds to a sponsor/grantee and then they do a little bit of both, they placed some volunteers and outside organizations but then they also play some internally to

themselves also.

These are just some ways to think about how you can structure RSVP activity. Let's dive into some of our examples.

We will start looking at some personal examples. If you look down at that Senior Corps resource link box again, you'll see the second link is Senior Corps stories. These are actual stories from actual volunteers and actual Senior Corps RSVP sponsors that are out there right now. I will navigate and pull a couple of them. If you attended one of our earlier webinars you may have seen this before, but I will pull up a slightly different one for conversation today.

We are here at that Senior Corps stories webpage. You can see there are many different stories here. They are not all RSVP; we haven't talked about it but Senior Corps does have some of the programs but most of them actually are RSVP. Let's start by learning about can cause left. Senior Corps volunteer can call it does not just enjoy leaving his comfort zone he thrives in. The 72-year-old Springfield Virginia resident had no experience working with special needs children but it was always something he wanted to do. After he joined Senior Corps can found an opportunity to do just that. As an RSVP volunteer he teaches children with autism how to swim. Ken recently expanded his service to high school student to become financially or. One day it occurred to him why couldn't the financial literacy creek will be taught to special needs students as well. He worked with a teacher to adapt the curriculum so special needs students can access it =to. He recently told some RSVP cruise when you get back from volunteering it's like 20 times more than what you are given. He employed them to venture outside of their comfort zone. A really great example.

Let's also learn it little bit about Ray Thompson. In 1999 he decided to spend his time working for a soldier and his family. Ray, a retired special forces soldier, served in Vietnam and had been volunteering at Fort Riley American Red Cross for the past 20 years earning respect, appreciation, and recognition along the way. He was recognized with these awards. Prior to his current as a hospital liaison Ray had the opportunity work in the medical ward for many years. While on the work he assisted hospital staff with paperwork, room changes, and any other tasks needed. His leadership and passion for the hospital eventually led him to the front desk and into the role of hospital liaison. My job is easy, he says, I see people, help people and I said it helped us. I have 20 volunteers and answers with emergencies while I do my paperwork. He has been doing that for 12 years. It is

not unusual.

This is one that we looked at earlier, but I like it. John Thomas, another RSVP volunteer. He enjoys visiting with other veterans and travels to the Topeka in VA where he can easily strike up a conversation. What he currently volunteers at several agencies he really enjoys visiting residents at the Stony Brook Assistant Living facility. He was motivated to start visiting residents when he to saw the opportunity to because he was reminded of his mother. He understands and appreciates the value of visiting residents. His time with the Stony Brook residents has given him a better respect for elders and lessons that can be learned. He says it makes them feel wonderful. He has been a volunteer for nine years.

The average term of service in RSVP is eight years. We get a lot of those long-term volunteers. Those are really great stories and I am here to say that that only scratches the surface of what RSVP is doing out there in communities right now. I know we have many current grantees on the line here is what we are getting ready to reapply and I know you all have stories just like those in your own community. And some of you are not yet part of the National Service community probably already have some ideas about what you want to achieve and what we will do now is we will look at how we put these technical pieces together to create those kinds of connections. Those kinds of experiences for both older Americans and the community members they serve. We will do it through the lens of a fictional town called Townsville. Very creative, I know. Welcome to Townsville. We are here in Townsville, a wonderful place to live with a hotel right downtown. While Townsville is a wonderful place to live and it is a wonderful opportunity because they are applying for the RSVP, so they need to do a little bit of math. So you all might remember way back at the beginning of our webinar I said we would come back and talk about national performance measures.

In particular I said when you are applying for an RSVP grant you need to program at least one volunteer in national performance measures for every $1000 in federal funding you receive.

You might also remember me talking about Appendix A, that document that spells out the connections between geographic service areas and the amount of funding you can receive and total number of unduplicated volunteers that you must have.

Remember, this is a package deal. When you look at Appendix A you will see a long line of lists like this. Where they say a state, a code for the opportunity

number, and then these three things as a package deal.   If you are applying to serve Townsville that means you can request no more than this funding amount, that's the max amount of funding available, and you need to include at least this number of unduplicated volunteers.

I like to demonstrate how those are all connected.   What we will do is just play with that a little bit to an applicant in the area of Townsville.   So the first thing they will want to do is figure out how many volunteers they need to program in national performance measures.   To do that you divide $95,000 by $1000 because it's $1000 -- for every unduplicated volunteer -- for every $1000 in federal funding you receive you need to program one unduplicated volunteer into national performance measures.   Can anybody do that math for me?   How many volunteers you need to program in your national performance measures?   The math is pretty straightforward.   For every $1000 in federal funding your request you program one volunteer in these national performance measure work plans.   I see some answer coming in.   That's 95.   They need to program at least 95 volunteers in national performance measures.   But they need to have at least 125 volunteers total.   Now those volunteers can also be programmed into national performance measures or they could be programmed into what we call other community priorities.   Which is just a big catchall term for anything that you can measure using our standard measurements.   It can really mean anything that is an allowable activity, we don't allow anything like political activity or religious activity but it's an allowable activity can be included in other committee priorities even if you're not measure performance.

So in order to get to that minimum level total number of unduplicated volunteers let's say they program only the amount they need in these performance measures, how many volunteers when they need to program in this other community priorities catchall?

30.   That adds up to 125.   We have the math down but let's learn a little bit about what Townsville needs.   Let's – the little of town Townsville is a wonderful place to live but like any community it has its challenges.   First, while many schools in Townsville are doing well, three have substantial numbers of students that are reading below grade level.   Second, like many committees, Townsville has seen documented cases of opiate abuse increase significantly in the past ten years.   I think that is, unfortunately, not that unfamiliar to many of us here today.   Finally, Townsville's mayor just launched an elder abuse task force to deal with a sudden increase in reports of fraudsters targeting the elderly in the area.

Again, something I suspect sounds familiar to many of you.   So Townsville is a wonderful community; however, it has its challenges and there are lots of people in Townsville who see an opportunity for older Americans to be part of the solution.   And they will apply for an RSVP grant to do that.   Let's look at the different ways they might do that.   Let's start with the Townsville Department of Aging.   They have lots of different connections across the community, they are really focused on serving seniors and giving seniors meaningful opportunities and because of that they are going to say we think we have the partnerships.   To place volunteers in stations with external partners, lots of different external partners.   So think back to our first time looking at a diagram like this.   So if Townsville Department of Aging got a grant from CNCS what they would do is those funds would come in here, they would use it to recruit RSVP volunteers, and for education their stations are actually going to be schools and communities.   They are going to work with reading partners program that pairs older Americans with students to help them read in schools and they are going to be stations.   And they are also going to partner with another station, a local health agency that provides counseling support to help combat the opioid epidemic.   Now they are probably not going to be counselors themselves, they're probably not going to be offering medical advice or anything like that, but they could be providing administrative support, helping referrals to other agencies, collecting or disturbing information, things like that.

And then finally, they will join up with the organization that is the share of the task force and sense of volunteers that way to serve as a training.   All external partnerships, all volunteers doing meaningful work, but it plays out in different ways.   That's their story and what they are going to need to do is figure out how to tell us that story of service using our national performance measures.
To do that they are going to use a couple of the tools we talked about here today.   The performance measure instruction -- a couple tools we will talk about, don't think that we have talked about them yet.   National performance measure instruction and the work plan development worksheets.   The performance measure instructions tell you about specific performance measures available in a category of activity.   And the worksheets are just what they sound like, they let you experiment with what you're going to do.   So we are going to go ahead and take a quick look at them.

Going back to the competition homepage.   Performance measure instructions are right here.   Now, let's say they want to figure out what performance measures should I use for my activity and combating opioid abuse.   You can see there is a

table of contents here, they can use that.   You can see that there is a little bit of instructions here that lays out the big picture.   And then you can see there are these tables.   These tables summarize more detailed information that occurs later in the document and they specify output and outcome pairs for different kinds of activities.

So if we are interested in our opioid program that is probably going to be in healthy futures focus area.   You can see it listed as an activity for many different of these pairs.

For this one we will look through and try to find what matches the activity that we just described.   It looks like this may be good one, a number of individuals with health knowledge we are speculating with activities will be, maybe they are helping to distribute or share information, maybe you want to choose this outcome a number of individuals reporting a change in behavior or intent.   You will have to choose both in output and an outcome.   But the outputs, as you can see, are relatively consistent.   They are usually going to be about the number of individual serve.

Now these are just some tables and if you go down later in the document you can see that there is some more information about how to actually use each of these.

So that is what they will do for them with all different kinds of activity that they are planning to do.   They have their plan together, they know the kind of program they're going to do, then they will go to the national performance measure and translate the work that they want to do into that format using those instructions and plotting them out in the worksheets.

The worksheets contain more information than this, but this is a pretty good summary of some of the important information they will have to choose.   To identify the focus area for each of their activities, they will choose an output and an outcome.   It's not on here but they will also have to change targets for them, the number of individuals they expect to serve and the number of individuals they expect to create an outcome for.   And then they will have to assign unduplicated volunteers to that activity.

So in this example the Townsville Department of Aging decided their plan to assign the 65 volunteers to that rating peers program.   Twenty volunteers to that opioid program and how many volunteers I wonder if anyone can tell me how many

volunteers what they need to assign to that economic opportunity work plan to meet their national performance measure requirements collects what is the lowest number that can go in here for them to meet their national performance measure requirements?   What is the lowest number that could go in there?

I see some answers coming in.   The correct answer is ten.   To meet their national performance measure requirement.   That's the requirement that says for every $1,000 of federal funding you receive you need to program volunteers in these specific kinds of work plans, these specific sets of performance measures.   Other volunteers, the remaining 30, can be in the other community priorities category and they can be doing anything that doesn't fit in other measures.   It is very common to see them do things like different kinds of events, special kinds of volunteer events, it's common to see them doing things like providing -- I am blanking on the words here.   Providing services that don't necessarily result in those kinds of discrete outputs and outcomes.

You can imagine putting together care packages, things like that.   It might be difficult to translate into an outcome, but you can have that kind of work.   Again, because RSVP is all about flexibility.   To that point I see a question from Allison. So Townsville chose to have three focus areas, can we choose three or only one? Allison, you can choose one, two, three, four, five, six.   You can choose any number of focus areas that is right for your organization or your program -- your community I should say.   That is core to what RSVP is all about.   It's about that flexibility.   When you submit your application you do need to identify one as a primary focus area but that doesn't actually carry with it any specific mathematical requirements, you don't have to program any specific number of volunteers there have specific outputs when just as you choose the one that you feel reflects the greatest impact.   You can find more information about that.

To drive that point home let's look at a couple other active examples.   You can take the same situation in a different organization and approach it totally differently.   We have a new organization also in Townsville interested in this opportunity, active aging Townsville.   What they are going to do is at first they are also looking at having an external committee partners, in this case looks very much like Department of Aging plan but they say we've got the ability to create our own training program and run our own program related to elder abuse and they've got support, let's say from the mayor to do that.   They are going to both be providing volunteers to external stations but also managing their own program and placing volunteers in their own program and that is okay.

This might be what that looks like in the work plan.   The big difference here is they have decided not to have any other community priorities, that's an option.   You don't need to have volunteers programmed into that catchall category.   You can program more than the minimum in performance measures and that is okay.   They are still providing the total number of unduplicated volunteers they need to and of course still fulfilling that minimum, in fact, they are exceeding and that's okay.

To have an example a little bit more what Allison shared let's take another example, Townsville Reads.   As the name might reply Townsville Reads is really focused on literacy.   So maybe what they are going to do is they are just going to have a one work plan and one focus area.   They are going to have external stations do it but that is all they are going to do.   They just want to focus on education.   And they are going to program all of their volunteers that they need to meet that national performance measure requirement into that one workplan.   And that is okay.   There is no minimum number of focus areas above one, one is the minimum number of focus areas.   There is no maximum other than all the other focus areas that are available.

So to address some of the questions here all of the focus areas, not just the primary can go to the performance measure that is correct.   Yes Allison, that is actually correct.   You are not just looking at one focus area, it is all of the focus areas that you are working in.

Now if you have another priority that is not in a focus area but if you can measure it using outputs and outcomes that counts.   A focus area is necessary but does not have to be any one, does not have to be capacity building, doesn't have to be the ones here we have here, education futures it economic opportunity can be whatever one of those is right for your community.   That is just a way to look at how organizations are able to put these pieces together in a flexible way.   Again, that is right for their community.   There is no one way to do it and it depends on your organization and what your community needs.

So my question to all of you is then what determines a successful application?   That is my question to all of you.   You can answer, what you think determines a successful application?   Go ahead and put that in the chat box if you have any ideas.   I am only seeing one answer coming so far up here.   Are there any other suggestions?   Rich says reviewing any of the six focus areas.   We are on the right

track.   A couple of you mention priority area.   Those are not required.   It is possible to have a successful application without having to priority area, but they are priorities, so they do help.   A lot if you are mentioning specifically focus areas and the six focus areas that we have and what I am going to do is I am going to show you where you can find the exact answer to that question.   Those of you who have attended another one of our webinars will not be surprised by this.

We are back in the notice of funding opportunity and I will go down within that document to our application review information and the review criteria.   So we give you the specific criteria, the specific criteria that we would use to evaluate our applications.   This is primarily what determines a successful application.   Then we provide some more detail about what all of those mean.   As you can see the strength of your work plan is an important part of that.   The strength of your work plan and the way they logically tied together is an important part of that.   Also the way that they reflect the national performance measuring instruction.   So it is really important to take the work that you want to do, the impact that you see and translate it into RSVP so to speak.   To translate into these focus areas.

I want to pause there and see what questions we have.   We covered a lot of ground.   Let's see what questions we have.   Where exactly do you find the guide to how many volunteers we need?   Janet, that is the document called Appendix A in the notification of funding opportunity.   We can jump back to the webpage to show you.   So you can get a link to this webpage and the Senior Corps resource links to the bottom left.   I am here on this competition page, the 2020 RSVP competition page.   The first link in that resource link box.   And the specific areas that are available in the specific numbers of volunteers associated with age is right in there as well as a specific maximum amount of funding you can request.

Let's see what else we have.   How do we log unduplicated volunteers that we have overlapping focus areas?   It is a good question, Sarah, and you are eventually going to need to choose to assign for the purposes for this process to one or the other.   I would say do that based on where they are doing the majority of their activity, the majority of their service.   We provided only simplified versions of this portion of the application.   When you are actually in our electronic grants managing system, you'll see there is also a copy for total volunteers.   So they are serving in more than one area that is not getting lost so you can count somebody twice in that total volunteer category you can only count them one unduplicated volunteer category.   So you have a little bit of a choice to make there to where you think they will have the greatest amount of service.

We did not talk about it much, but I do want to highlight these workplan development worksheets while I am here.   It is very difficult to try to build your work plan inside our electronic grants management system.   When you submit an application to us you will need to use that specific system and is very difficult to try to build and revise things in the system because it is coded to help you avoid errors to make sure your information gets was in the right where.   It's relatively strict and not very flexible.   But those workplan development worksheets are word documents that you can use to do that.   You can't open them and fiddle around with them yourself as you try to think about the kinds of outcomes that you are seeking to create.   That is where you can see some additional fields that we did not talk about here today that focus on the specific unduplicated volunteers and try to translate that back into the work.   So do check out that sheet.

We recommend copying and pasting it into the other management system when you are ready to submit, well in advance, by the way.   Do we have any other questions?   While we wait to see if we have any other questions, I want to share a couple more resources.   These are also in that Senior Corps link box but to give you a sense of what is there if you want to learn more about specific examples of RSVP grants, these are the ways you can do that.   We have some great videos that show you programs in action, have volunteers and sponsors explaining how they work in their own words.   You can also look up National Service's footprint in your state.   That includes the RSVP program, but it also includes other organizations. By the way, if you are interested in joining the National Service community, if you're interested in getting involved in Senior Corps or RSVP and you don't see a service area that works for you in Appendix A I would recommend you go check out this list because you might be able to find someone who is looking for a partner to and get involved in that way in your state right now.

Finally, we post the results of all of our competitions, including application error tips so you can go review those yourself on the transparency page and that is just part of our responsibility as a federal program to be transparent to all of U.S. taxpayers.

If I could go ahead and asked the LSI team to bring over our two standard satisfaction polls.   Am not seeing any other questions come in.   Learners, you will see these two very simple questions pop up on your screen right now.   If you could take a minute and fill them out.   It helps us know how we are doing.   It helps us keep providing the information that is best for you that helps you get what

you need.   You don't need to click submit but just click the one that best corresponds to your answer and that logs the answer for us.   If you could just go ahead and do that.

Let me do one last call for questions.   I am not seeing any come in.   So I want to thank you all one last time for coming and learning alongside us, particularly on a Friday afternoon.   Do look out for the recording posted early next week I would expect on that 2020 RSVP competition homepage and we hope to see you back here for the other training opportunities.   Like I said, in one hour will only scratch the service so we hope to see you coming back and learning alongside us again and we really hope to see some applications.

Thanks everybody with that we will sign off.   Have a great afternoon and a great weekend.

[end of meeting]